

Past | Today | Future

NWWC Conference November 4, 2024

## Agenda

How it started Benchmarking What is LEADS **Looking Ahead** How it's going





#### How it started

#### **Past Training**

- Learn on job from colleague
- Source externally
- Not consistent
- PM Fundamentals



#### Initial Outcomes

- Consistent training
- Give people foundation
- Focus on CBCL processes



## Professional Development Program (PDP)

Support eager and able individuals on their paths to becoming successful managers and technical leaders.

- ? Experience Level
- ? Leadership
  Program
- ? What is content
- ? Who teaches
- ? Duration

- ✓ Live/In person
- ✓ 20 people
- ✓ Cohort stays same
- ✓ Everyone takes same courses
- ✓ 4 Semesters



# Professional Development Program (PDP)

- Mixing pot of sessions not just BD and PM
- Taught by Senior staff and External providers
- Planned networking outside classroom



### Other Benefits

- Engagement
- Building confidence and comfort
- Building relationships
- Collaboration
- Facetime with senior staff to participants
- Cross selling
- Development of training modules
- Identify improvement projects



## Opportunities for Improvement

- Groups > 30
- Unbalanced audience
- Training applies to more than PDP folks
- Hard to make timing work for all
- Rigid process
- Courses expanded outside of PDP

#### Introduced LEADS

Learning, Education And Development School

### Professional Development and Training

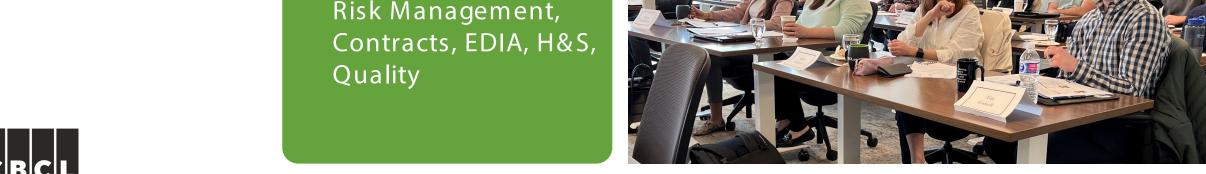
- Offers <u>appropriate</u> skills to intended audience
- PM, Communication, Leadership, Interpersonal Skills, Risk Management, Quality

#### Pathway to Success

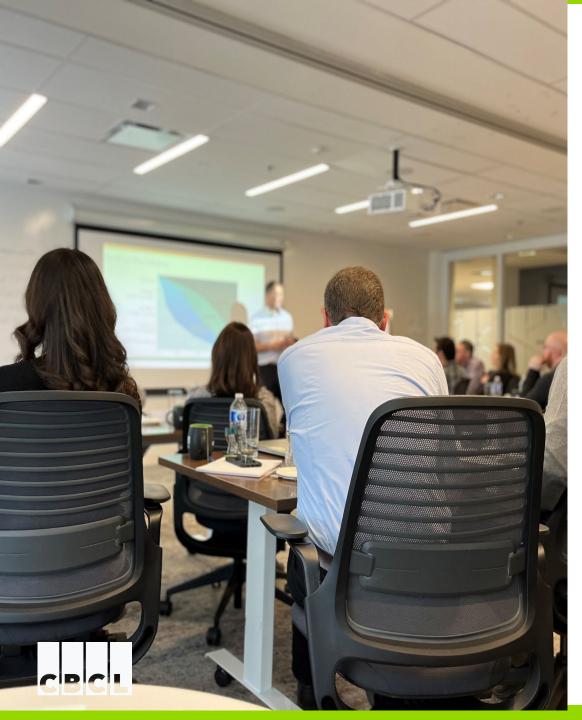
Matching career paths with required training

### Continual Support

Introduced new SharePoint Hub site for recordings, materials







#### **How LEADS Works**

- Online catalogue
- Clarity on training, learning outcomes and intended audience
- Mix of In Person, Virtual and Recorded Sessions
- People take as needed
- More flexibility
- Supports Manager/Employee discussions related to training
- Align with career paths



## Strategic Considerations

- Benchmarking using Best Practices
- Set targets expenses AND hours
- Report annually
- Feedback from attendees and their managers
- There are challenges how do you measure success?



#### Lessons Learned

- Know your audience
- Live/Virtual/Recorded
- Duration of session
- Frequency of offering same module
- Coordination with other training
- Coordination with busy times of year



#### Lessons Learned

- Learning outcomes tied the business
- Logistics matter
- Monitor costs
- Provider internal or external
- Spend time with external instructors so that content and delivery is aligned with business and participants
- Bring in senior people

